

## **POSITION DESCRIPTION CITY OF WEST LAFAYETTE, INDIANA**

**Department:** Information Technology  
**Position:** **Part-Time Help Desk Technician**  
**Reports to:** IT Director  
**Category:** Part-Time/Hourly/25 hours/week  
**Date:** January 2017

### **Definition:**

Incumbent serves as Help Desk Technician for the Information Technology Department. Initially under close supervision, he/she will learn and perform a limited number of duties of increasing complexity, including supporting help desk infrastructure needs, providing end user education and services, and performs related work as required. Assignments at this level typically focus on administration, maintenance, operation, and troubleshooting of network systems and equipment.

### **ESSENTIAL JOB FUNCTIONS AND DUTIES:**

Receives and responds to calls for assistance with hardware, software, operating systems, printers, and telephones, including performing diagnostics, identifying problems, making minor repairs, or contacting appropriate vendors for service as needed.

Serves as first line of support for user issues, escalates support incidents to other staff members as necessary.

Performs a variety of administrative duties as assigned or as needed. Examples could include compilation of reports, copying, distributing mail, maintaining files and coordinating shipping and receiving.

Coordinates and supports audio and video equipment in meeting rooms as needed by staff.

Monitors and maintains inventory of office supplies, inventory tags on equipment, and software maintenance contracts. Works with vendors, including requesting and evaluating quotes.

Installs and configures personal computers, mobile devices, and software as needed. Installs wiring as required for voice and data including connecting to local area network.

Provides knowledge, courteous technical support, and training to users in solving problems and follows up on outstanding requests to ensure timely resolution.

Assists other technicians in supporting client operating systems, and software, and in developing and supporting standardized client builds.

Operates VoIP based private branch exchange (PBX) systems in creating and modifying telecommunication settings within the infrastructure, including user changes and voicemail options.

Resolves problems within network using standard diagnostic tools and practices.

Maintains current knowledge related to operating systems and telecommunications products. Attends professional development workshops, training, and education as required.

Adds and removes user accounts, assigns authentication credentials and authorization levels.

Maintains knowledge of the field, including learning new and existing software, applications, databases and hardware through formal, informal, on the job training, and self-study.

Performs other related duties as assigned or needed.

**MINIMUM QUALIFICATIONS:**

Associates degree in Information Technology, Computer Science or a closely related field. Will consider candidates with technical work experience, or completion of a Microsoft Certified IT Professional or Cisco Certified Network Administrator certificate.

Experience with troubleshooting common PC, and mobile device operating systems issues.

Working knowledge of network monitoring and alerting systems, network security management systems, mobile device management, network equipment operating systems, secure remote access technology, and disaster recovery and backup/recovery systems.

Ability to effectively communicate orally and in writing regarding complex concepts involving computers with co-workers, other city personnel, vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.

Ability to understand, memorize, retain, and carry out written or oral instructions and present finding in oral or written form.

Ability to plan and lay out assigned work projects, work on several tasks at the same time, and complete assignments effectively amidst frequent distractions and interruptions.

Ability to serve on 24-hour call and respond swiftly, rationally, and decisively to emergency situations.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

**DIFFICULTY OF WORK:**

Incumbent performs a broad range of duties involving complex and complicated considerations and problems. Incumbent works according to established procedures of the IT department, exercising judgment in identifying and resolving computer problems and setting project priorities.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment involving close vision, color perception, hearing sounds/communication, handling/grasping/fingering objects, and occasionally lifting/carrying objects weighing less than 50 pounds, crouching/kneeling, reaching, bending, and working in awkward positions and in confined areas. Incumbent works with electrical components and must take safety precautions to avoid injury to self and others.